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Bib Data Sheet

CONFIRMATION NO. 1465

SERIAL NUMBER 10/076,963	FILING DATE 02/15/2002 RULE	CLASS 704	GROUP ART UNIT 2641	ATTORNEY DOCKET NO. 9259-2
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APPLICANTS

William Bares, Raleigh, NC;
 Bradford Mott, Apex, NC;
 Luke Zettlemoyer, Cambridge, MA;
 James Lester, Raleigh, NC;

**** CONTINUING DATA *******

THIS APPLN CLAIMS BENEFIT OF 60/269,032 02/15/2001

**** FOREIGN APPLICATIONS *********IF REQUIRED, FOREIGN FILING LICENSE GRANTED**

** 03/11/2002

Foreign Priority claimed	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no		
35 USC 119 (a-d) conditions met	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after		
Verifier and Acknowledged	Allowance <i>Matthew T. Mott</i> <i>M.M.</i> Examiner's Signature Initials		
STATE OR COUNTRY	SHEETS DRAWING	TOTAL CLAIMS	INDEPENDENT CLAIMS
NC	9	66	6

ADDRESS

20792

TITLE

Methods, systems, and computer program products for providing automated customer service via an intelligent virtual agent that is trained using customer-agent conversations

FILING FEE RECEIVED 1820	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit
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